

Remarks

Claims 1-6, 9-19, 29-33 and 36-45 were pending. Claims 1, 5, 12, 29 and 38 have been amended while claim 4 has been cancelled without prejudice. Applicants assert that the currently pending claims are now in condition for allowance as set forth more fully below.

103 Rejections

Claims 1-6, 9, 11-13, 16-19, 29-33, 36, 38, 39 and 42-50 stands rejected under 35 USC §103(a) as unpatentable over Jones (6,219,648) in view of Peregrin's MELBA as disclosed in the article "Peregrine Systems Forms Alliance with Mitsubishi Electronics America; Integrated Enterprise Applications to be Developed" and further in view of Teglovic (5,692,030). Claims 10, 14, 15, 37, 40, 41 and 53 stands rejected under 35 USC 103(a) as being unpatentable over Jones in view of MELBA and Teglovic and further in view of Kidder. The Applicants respectfully traverse these rejections.

The Applicants have previously asserted that the combination of references failed to disclose the entry of a severity level and an indication of escalation in a GUI. In the Advisory Action, the Examiner has referred to the elapsed time range and associated escalation level as noted in the center date file at Col. 14 of Jones in rejecting Applicants' assertions. Apparently, the Examiner is equating the severity of the claims to the elapsed time in Jones and is equating the escalation level of Jones to the indication of escalation of the claims.

Amended independent claims 1, 12, 29 and 38 each contain similar recitations not disclosed by Jones, Kidder, MELBA, Teglovic or any combination thereof. Specifically, independent claims 1, 12, 29 and 38 each contain recitations including:

- (ii) a severity level for the trouble ticket with the severity being indicated as a number on a scale between an initial number indicating a lowest severity and a last number indicating a highest severity wherein the number is manually entered via the GUI and is fixed until being manually changed via the GUI, (iii) an indication that a status of the trouble ticket has been escalated where the severity has been manually increased wherein the indication that a status of the trouble

ticket has been escalated is manually entered via the GUI and is fixed until being manually changed via the GUI....

These recitations are supported by Figure 2 and the related discussion regarding the manual severity and escalation GUI controls that are shown.

The combination of Jones, Kidder, MELBA and Teglovic fails to disclose or suggest all of the elements of amended independent claims 1, 12, 29 and 38. The elapsed time, and consequently the associated escalation level that are discussed in Jones are not manually entered in a GUI of a trouble ticket but instead are part of an automated system that operates based upon the center data file lines of Col. 14 by keeping track of elapsed time and where the elapsed time periods are associated with escalation levels. At least because the triggering events of Jones are the elapsed time, Jones does not disclose a GUI where severity and an indication of escalation are manually increased and are fixed until manually changed. To the contrary, the elapsed time of Jones is continuously changing by the succession of time and the escalation level is automatically changing as the elapsed time reaches a new period. Thus, Jones fails to disclose or suggest these recitations of claims 1, 12, 29, and 38. As Kidder, MELBA and Teglovic also fail to disclose these recitations, these claims are allowable over the cited combination for at least these reasons.

Regarding claims 1 and 38, these claims further recite that the GUI of the trouble ticket includes “(v) a field that receives a manually entered identifier of a process in which a problem has occurred that has necessitated the trouble ticket, (v) a field that receives a manually entered identifier of a root of the process in which the problem has occurred....” These recitations are supported by Figure 2 and the related discussion regarding the aforementioned GUI fields. None of the cited references disclose a trouble ticket GUI that has fields for receiving such manually entered information as an identifier of a process having a problem that necessitates the trouble ticket and a root of the process. Claims 1 and 38 are allowable over the cited combination for at least these additional reasons.

Dependent claims 2-3, 5-6, 9-11, 13-19, 30-33, 36-37 and 39-45 depend from one of independent claims 1, 12, 29 or 38 and are allowable for at least the same reasons.

Conclusion

Applicants assert that the application including claims 1-3, 5-6, 9-19, 29-33 and 36-45 is in condition for allowance. Applicants respectfully request reconsideration in view of the remarks above and further request that a notice of allowability be provided.

No fees beyond the fee for continued examination and a 2 month extension of time are believed due. However, please charge any additional fees or credit any overpayment to Deposit Account No. 50-3025.

Respectfully submitted,

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